

Service Robots for Hospitality

Tessa Lau, PhD

Co-founder, CTO, Chief Robot Whisperer

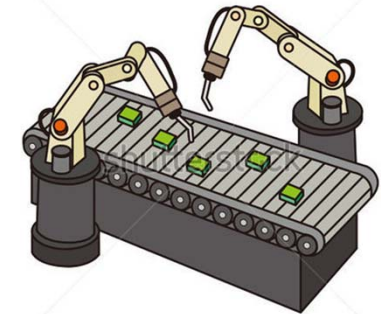
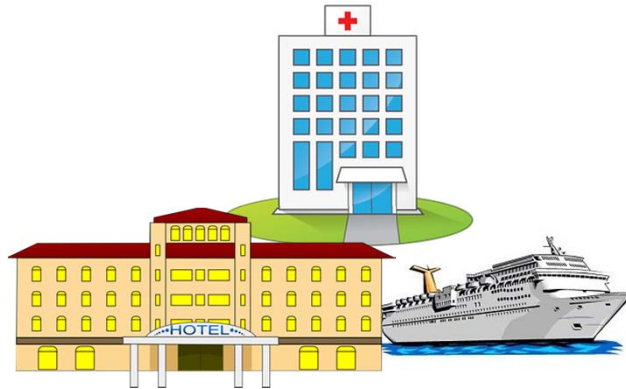
Savioke, Inc.

1/5/2017

Robots in the services industry



Unstructured



Structured



Sweet spot!

Semi-structured environment creates opportunity for robotics

Technology advances

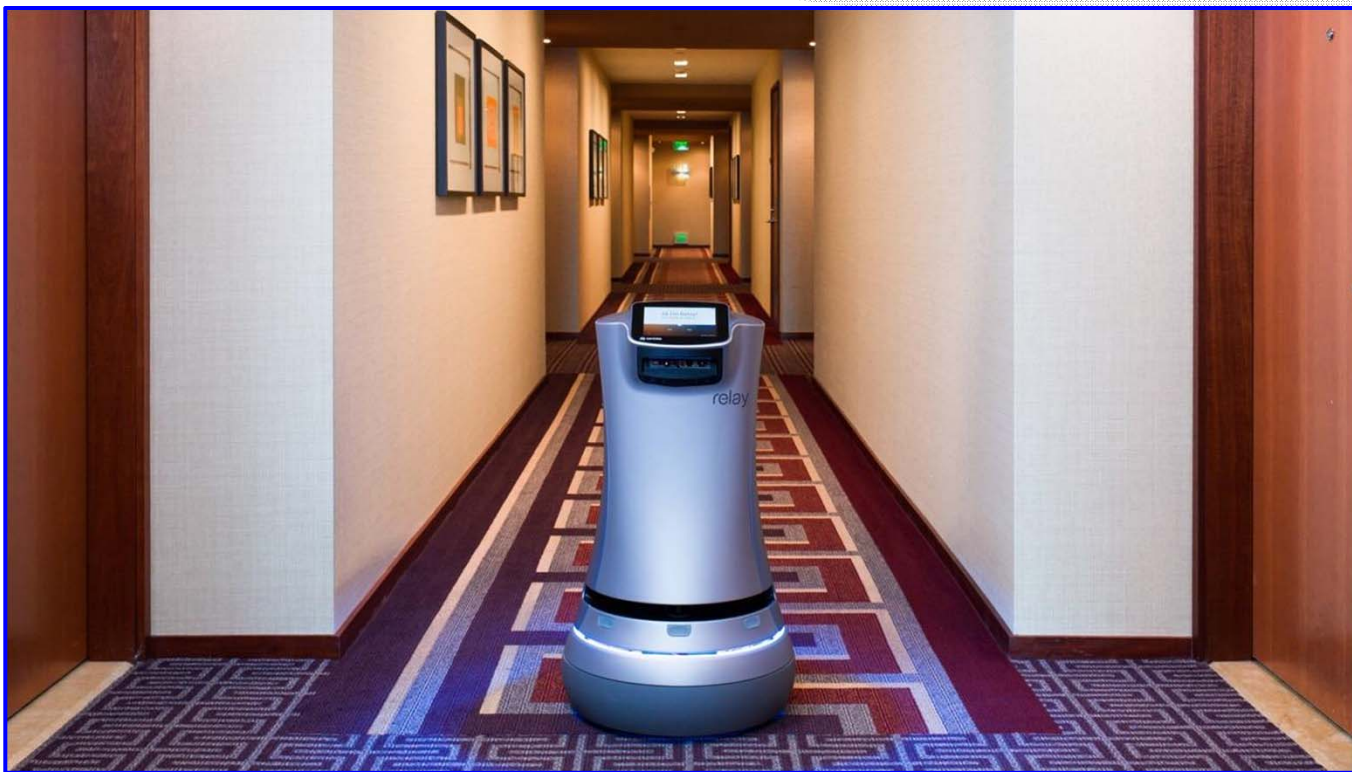
ROS



METEOR



Meet Relay



Relay delivery process



Send delivery



Take elevator



Arrive at room



Call room phone

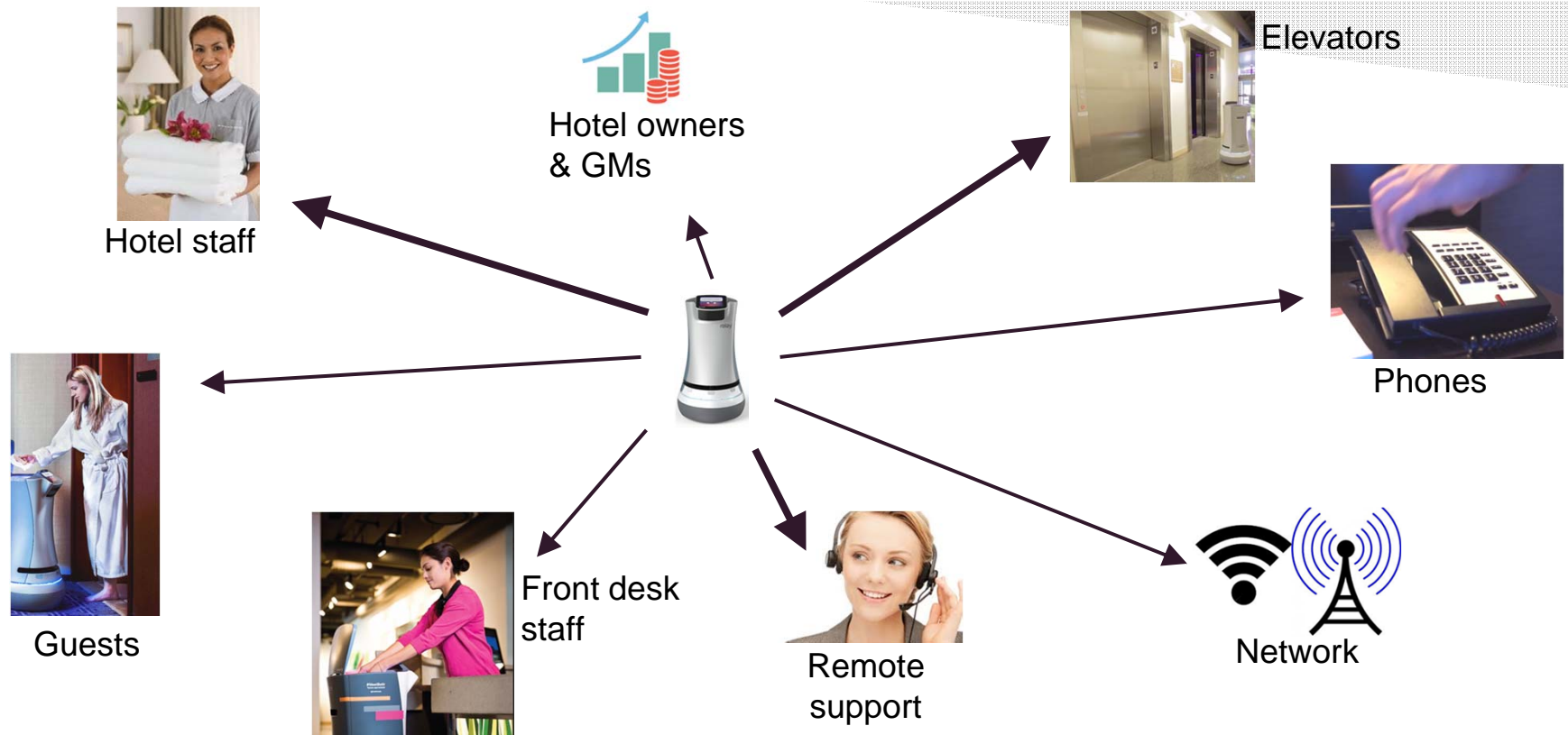


Deliver item



Dock

From robot to service system



Meet your new robotic team member

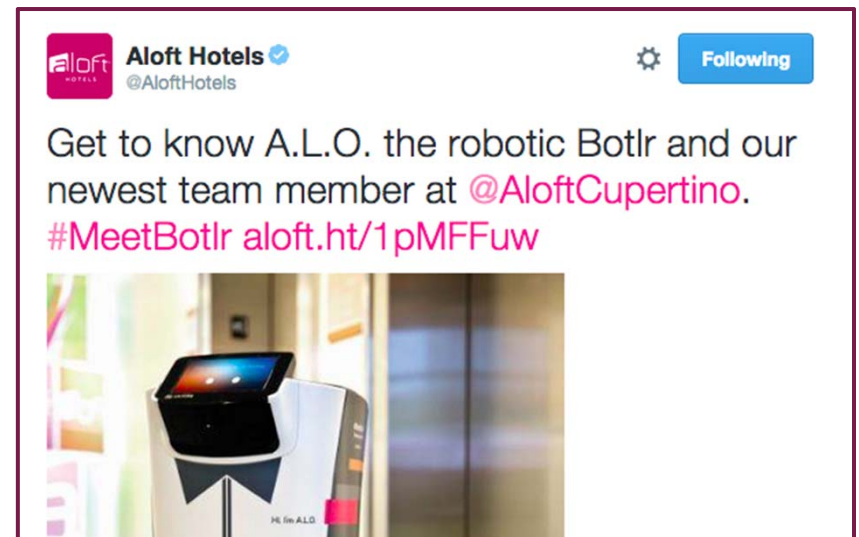


Integrate robot into
workflow inside hotel

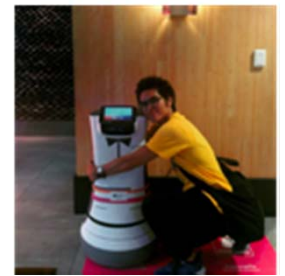
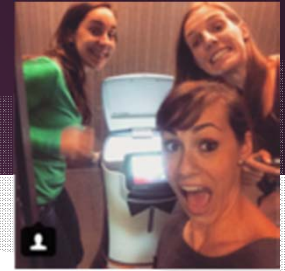
Now: it's an appliance

Future:

Assign Relay to complete
service orders like any
other staff member



Staff Love Relay



Measurable efficiency
Improve effectiveness
Frees people from drudgery
Trackable Deliveries
Fast!
Available 24/7
High-tech experience

Guests Love Relay



Jennifer L.
Arcadia, CA
100 friends
223 reviews

★★★★☆ 7/17/2015

When I read an article about robot in a hotel, I just had to try this place.



"OMG, this hotel has a robot!"
★★★★○ Reviewed August 3, 2015



"Love the robot!"
★★★★○ Reviewed June 27, 2016

Los Angeles Times
February 7 · 🌐

It's like having R2-D2 as a butler.



Robots deliver fun with hotel room service orders, and they don't expect a tip
Your hotel's newest bellhop may be a robot.
LATIMES.COM | BY LOS ANGELES TIMES

"Ask for the robot"
★★★★○ Reviewed 2 weeks ago



Detroit News
September 8, 2015 · 🌐

We've all seen robots in movies that take over the planet or save the galaxy. But that's make-believe. In reality, robots are bellhops.



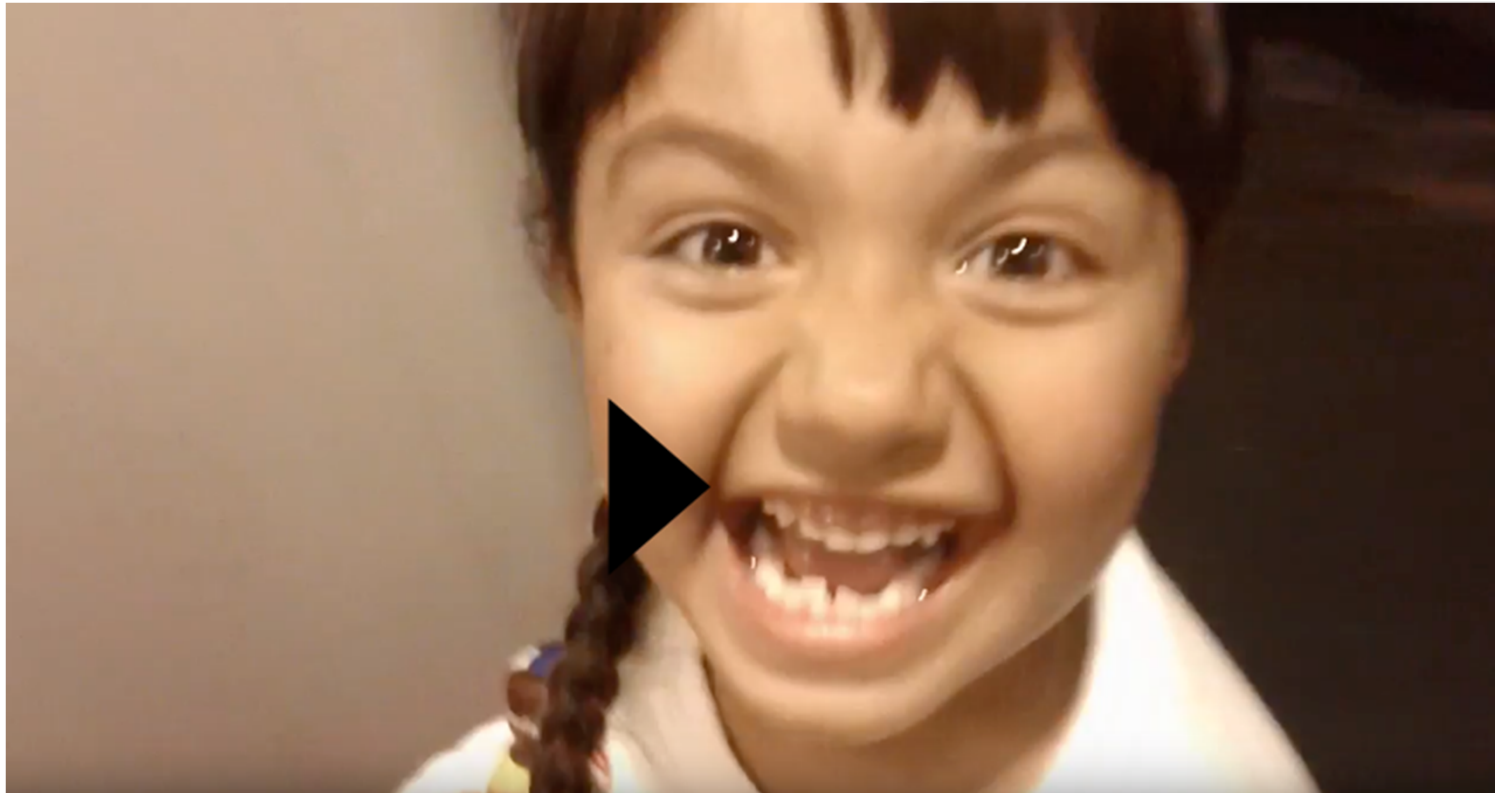
Hotel guests, this robot is at your service
Aloft Hotel in Detroit demonstrates a three-foot robot that can fetch toiletries, bottled water or other items to guests.
DETROITNEWS.COM

Nina Lincoff @SFBJMoney · 28 Aug 2015
Jealous @SFBJPhotos got to hang out with @ALLOFTDETROIT
biz.us/1tzzn0



"They have a robot that delivers items to your room!!!!"
★★★★○ Reviewed November 14, 2015

Creating emotional connections





Xleros sy%